
FEDERAL ENERGY REGULATORY COMMISSION

WASHINGTON, D.C. 20426



NEWS RELEASE

NEWS MEDIA CONTACT:

Hedley Burrell
(202) 208-0680

FOR IMMEDIATE RELEASE:

December 13, 2000

FERC FIRST WINS COVETED HAMMER AWARD

FERC First, a major reengineering of the processes, culture, and goals of the Federal Energy Regulatory Commission today won a coveted Hammer Award for its creation of a "better, faster, cheaper" agency. It is believed to be among the most ambitious and successful of such programs in the federal government.

Savings to regulated industries through faster and more expeditious Commission responses and rulings in the wake of FERC First are expected to run to billions of dollars over time. With its new mission, vision and values, the Commission is evolving rapidly to accommodate changes in the industries it regulates as they move from monopolies to competition.

The Commission, like most federal agencies, is subject to budgetary pressures at a time of a growing and more complex workload. Reengineering has enabled it to do its work better while reducing staff as requested by its appropriators. However, the new responsibilities associated with overseeing more dynamic, and in some ways problematic, energy markets make the Commission's investment in information technology, in personnel with different skill sets, and in new processes even more important.

FERC First redefined staff leadership, promoted use of interdisciplinary teams, promoted customer outreach and market responsiveness, reduced processing steps and flattened the organization—cutting out several levels of review and procedural steps in the Commission's work.

The Hammer Award is Vice President Gore's answer to yesterday's cumbersome government and its notorious \$400 hammer. It is presented to teams of federal employees who make significant contributions in government reinvention efforts. These teams must improve customer service and bottom-line results, streamline government, save money and show exemplary achievements in government problem solving.

